

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

NRG Systems Inc

Vermont Manufacturing Extension Center

NRG Systems, Inc. Aligns with VMEC and Improves Processes

Client Profile:

NRG Systems, Inc., located in Hinesburg, Vermont is a world leader in wind power assessment and turbine control technology. One of its strengths is a commitment to waste-free manufacturing and a business model of Lean and Green. The company employs 85 people.

Situation:

NRG was experiencing impressive growth and had to find ways to grow its business capacity through process improvement. The company's Logistics Manager, Louis Prue, requested assistance from the Vermont Manufacturing Extension Center (VMC), a NIST MEP network affiliate, in developing a Value Stream Map (VSM) of their order fulfillment process.

Solution:

VMC assisted the company in developing a future state plan for order fulfillment. The plan called for reducing batch processing between administrative operations, questioning and eliminating unnecessary handoffs, and some additional training for people in the value stream. The future state was implemented and is now being sustained. After a successful experience with VSM, NRG has lead subsequent improvement efforts in purchase order receipts and incoming inspections that are yielding similar results. The key insights for NRG include one-piece flow of documents, handoff elimination, and the need for cross functional teams when developing business process changes.

Results:

- * Reduced lead time from 7.5 hours to 2 hours.
- * Increased first pass yield quality from 47.8 percent to 98 percent.

Testimonial:

"VMC continues to be a great educational resource for NRG Systems. By aligning with VMEC, our company has consistently improved its processes, and more importantly, has committed to best-practice philosophies. VMEC has helped NRG Systems become a leader in wind measurement worldwide."

Louis Prue, Logistics Manager